

Fellow Employees,

I am notifying you of an accidental disclosure of confidential information through the City's website. If you or any of your family members filled a prescription through Medco in 2006, that information, along with other personal information in Medco's possession, was posted on the City's website in error.

As a part of the Request for Proposal process for pharmacy services, we received a spreadsheet from Medco that provided information on drug usage. Unfortunately, the spreadsheet also included personal employee data that we do not normally receive and that should not be disclosed. The spreadsheet was not examined thoroughly enough and it was added to the Procurement website. When an employee notified us of our error, we immediately removed the document from the website and began efforts to eliminate all evidence of the information from the internet search engines. Although the spreadsheet is no longer accessible certain internet search engines may still have indices containing personal information that may come up when queried.

We are aware of our legal and ethical obligations in this matter and are taking them very seriously. Over the last few days, rather than immediately notifying employees, we have focused our efforts on removing the data from the internet to prevent the curious from searching for personal data that is not their own and to minimize further risk of exposure.

Human Resources is preparing notification letters that will be sent to the homes of all affected employees and retirees in the next day or two and we will continue to research ways to alleviate concerns about this inadvertent disclosure.

For employees with immediate concerns about this situation here is a link to the Federal Trade Commission website that suggests steps that you can take:

<http://www.ftc.gov/bcp/online/pubs/alerts/infocompalrt.shtm>

We have also established a specific email address (IDsupport@lynchburgva.gov) and a hotline number (455-3964) for you to contact Human Resources with questions or concerns. That department is committed to providing appropriate information and assisting individual employees in any way possible as we deal with this matter.

Finally, we are issuing a statement about this matter to the press shortly.

We are doing everything we can to remove the last remnants of the information that was mistakenly posted to the internet and hope that it will be finally eliminated within the next 24 hours. In the meantime, please be respectful of your co-workers privacy and do not search the internet for their names. I am very sorry that this error occurred and appreciate your understanding.

Kim